



MEDICAID MEMBER HANDBOOK

A Guide to Mental Health
Services for
Consumers and Family Members



Davis Behavioral Health, Inc.

How to Reach Us:

Emergency Services available 24-hours a day, 7 days a week
801.773.7060

Clinics are open 8:30 a.m. – 9:00 p.m. Monday through
Thursday
8:30 – 5:00 p.m. Friday

Administrative Office 801.451.7799
Bountiful Clinic 801.298.3446
Layton Clinic 801.773.7060

Section 19—Center Operations

What if I want to know more about how the center operates?

If you ask, we will give you more information on how we choose providers and what is required of them, on our grievance system and on our confidentiality policy. We will also give you a copy of preferred practice guidelines, if you ask. Please call 801.451.7799.



Section 17—Complaints/Grievances

What if I have a complaint?

If you have a complaint about anything other than an action, this is called a grievance.

How do I file a grievance?

You, your legally authorized representative, or your provider may file a grievance. You may call us at 801.451.7799 and ask for the Director of Information. If you want to talk to us about it in person, please talk to the Director of Information whom you can schedule an appointment with by calling 801.451.7799. You may also give us your grievance in writing. Please give it to the Director of Information, or mail it to:

Director of Information
Davis Behavioral Health
P.O. Box 689
Farmington, Utah 84025

When will the center tell me the decision on my grievance?

Davis Behavioral Health will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

Section 18 —Privacy

Who may read or get copies of my medical record?

Davis Behavioral Health follows federal laws about privacy of your medical record. Davis Behavioral Health does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to the center.

Dear Medicaid Consumers and Families:

The purpose of this handbook is to guide and assist you while you are seeking mental health services from Davis Behavioral Health. Davis Behavioral Health provides mental health services for individuals who receive Medicaid benefits in Davis County. We receive a Medicaid payment every month for everyone in Davis County who receives Medicaid. For this reason, you will not have to pay for Medicaid approved services you receive here. Your Medicaid card should say that Davis Behavioral Health is your Mental Health provider.

Our goal at Davis Behavioral Health is to work in a way that will help you to trust and feel comfortable with the treatment you receive from our staff. This Medicaid Member Handbook will give you and your family valuable information about receiving Medicaid approved services, including:

- How you can access services, including what to do in an emergency;
- What benefits are available under the Medicaid Mental Health Program at Davis Behavioral Health;
- Assistance that is available to help you understand your benefits and the Davis Behavioral Health system
- What your rights are and how to file a complaint; and
- How you and your family members can be involved in helping us provide better services.

Please remember you may request a copy of this handbook on an annual basis from any of the staff at Davis Behavioral Health.

***If you have any questions regarding information in this handbook, please call 801.451.7799
TTY: 801.298.9484 Utah Relay Service***

When does an appeal have to be filed?

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must let us know within 10 days and in other situations, within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your situation.

When will the center tell me the decision on my appeal?

Usually, Davis Behavioral Health will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know. When you, your provider, or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.



Section 16 – State Fair Hearings

What may I do if I am unhappy with the appeal decision?

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you may do. You, your legally authorized representative, or your provider may ask for a State Fair Hearing with Medicaid. In these situations, we will tell you in a letter that you may request a State Fair Hearing. The letter will tell you how and when to request the State Fair Hearing. We will also give you the State Fair Hearing request form to send to Medicaid. You **must** ask for a State Fair Hearing in writing. If you want, you may bring an attorney with you to the State Fair Hearing.

Section 14 - Actions

What are actions?

Actions are when Davis Behavioral Health:

- denies (turns down) or approves fewer services than you wanted
- decreases the number of services or ends a service we had previously approved. (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.)
- denies payment for a service that you might have to pay for,
- does not provide an intake appointment within the required amount of time and you are unhappy with this, or
- does not settle an appeal or grievance you have filed with us as soon as we are supposed to

How will I know if the center is taking an action?

We will send you a letter called a Notice of Action. ***You may appeal the action.***

Section 15—Appeals

What is an appeal?

An appeal is your written request to have us look at the action again to see if we made the best decision.

Who may file an appeal?

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your Notice of Action letter.

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Section 1 - Introduction

Davis Behavioral Health provides mental health services for individuals who receive Medicaid benefits in Davis County. Davis Behavioral Health receives a Medicaid payment every month for everyone in Davis County who receives Medicaid, for this reason you will not have to pay for Medicaid approved services you receive at Davis Behavioral Health. Your Medicaid card should say that Davis Behavioral Health is your Mental Health provider. When you are on Medicaid, you are part of the Prepaid Mental Health Plan. As long as you live in Davis County and your Medicaid card says that Davis Behavioral Health is your mental health provider, you must get your mental health care through Davis Behavioral Health. You cannot choose a different mental health plan, but you may be able to choose your therapist. (Please see Section 4, Page 6, on choice of mental health providers.)

Section 2 – Covered Services

What services does Davis Behavioral Health provide?

Davis Behavioral Health provides:

- Inpatient psychiatric hospital services, and
- Outpatient mental health services, including:
 - evaluations;
 - testing;
 - individual and group therapy;
 - family therapy;
 - individual and group therapeutic behavioral services;
 - medication management;
 - individual skills training and development;
 - psychosocial rehabilitation services, or day treatment, and
 - case management services

Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, certified case managers, etc.

Section 13 - Services From Non-Plan Providers

May I get mental health services from someone outside of Davis Behavioral Health?

In special situations, you may go to a therapist outside the center. You and the therapist must get approval **before** you get services outside Davis Behavioral Health. Call 801.451.7799 and ask for Utilization Management to talk about the request.

Remember, Davis Behavioral Health is the only mental health agency that can approve mental health services if you live in Davis County.

You may have to pay for care that we have not approved.

When will the center tell me the decision?

Usually, we will make a decision on your request within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for other some reason. If so, let us know.

If you, your therapist, or we think it's important to make a decision quickly, we will do so, generally in three working days. We will give you our decision about your request in writing, and we will contact the therapist, too.



Will I have to pay for emergency care?

No. You do not have to pay for emergency care. You will not have to pay for emergency care even if you get emergency care out of the area.

Do I have to pay for an ambulance to get to emergency care?

No. Medicaid will pay the ambulance company.

Section 12 - Mental Health Care in a Hospital

How do I get mental health care in a hospital?

Hospital care is usually called post-stabilization service. Davis Behavioral Health must pre-approve hospital care. Davis Behavioral Health uses McKay Dee Hospital for inpatient hospital care. If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **must** call us for approval. We may have you stay at that hospital, or we may transfer you to McKay Dee Hospital. It's important to let the hospital know Davis Behavioral Health is your Medicaid mental health provider, so they may call us if they want to admit you. Local hospitals may call 801.451.7799 to talk with us about your need for inpatient care.

How do I get mental health care in a hospital if I am out of the center's geographical area?

Go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that Davis Behavioral Health is your Medicaid mental health provider. It is the hospital's job to call us when they admit you to ensure they have the necessary approval. Out-of-area hospitals may call 801.451.7799 to let us know they want to admit you for care.

What are the specific programs at Davis Behavioral Health?

Prevention and Education

Davis Behavioral Health provides community education courses and programs dealing with many topics. These classes are provided throughout Davis County and are available for all interested citizens who can best be served by a group learning experience.

- Alcohol Safety Action Program
- Alcohol/Drug Intervention
- Anger Kids
- Anger Youth
- Anger Men
- Anger Women
- Children of Divorce and Parent Workshop
- Choices
- Love & Logic Parenting
- Project Davis
- Family Support Education (National Alliance for the Mentally Ill, Utah Chapter)
- Mental Health Advance Directive Education

Outpatient Services

Your outpatient services treatment may include your family and may happen in one of our clinics, in your home, or in school. The treatment can be:

- individual, group or family therapy,
- care management,
- a nurse to teach you about medication,
- seeing a doctor
- or classes to help you learn to change behavior in you or your children.

Treatment is designed to help you improve areas where you may need help.

Care Management

Care managers know what services are available in your community and how to help you and your family plan to get the help you need.

Intensive Outpatient Services

Intensive Outpatient Services are offered if you need to be seen more than once a week. You will decide with your therapist if intensive outpatient services are a service you need.

Residential Care

Comprehensive Treatment Unit (CTU)

If you are an adult, CTU is a place where you can stay if you need help 24 hours a day. The doors are not locked and you can still receive outpatient treatment. CTU may be used after a stay in the hospital before returning home. Treatment in CTU can also help so a hospital stay may not be needed.

Therapeutic Family Care

Therapeutic family care is for children with serious emotional problems. The children live with a family with special training. While your child stays in the therapeutic home, we will help you learn to deal with your child so they can return home.

Group Homes

Group homes are for children with serious emotional problems who need even more help than can be provided by living with a family. Group homes help children learn how to control their behaviors by giving the children a lot of attention and supervision. While your child stays in the therapeutic home, we will help you learn to deal with your child so they can return home.

Inpatient Care

Inpatient care is a place where you can stay if your mental health condition becomes so serious that you become a danger to yourself or another person. The doors are locked and generally inpatient care is provided in a hospital. Davis Behavioral Health uses McKay Dee Hospital.

Section 11—Emergency Services

What is an emergency?

When you think your life is in danger, or that you may harm yourself or others, this may be an emergency.

What are emergency services?

These are services given to treat your emergency.

How do I get emergency care?

Davis Behavioral Health has 24-hour emergency services seven days a week. You may call any time to talk with a crisis worker. To get emergency care during the day, call 801.773.7060. Also, you may go to any of our outpatient clinics between 8:30 a.m. and 9:00p.m. (Monday through Thursday) and 8:30 a.m. and 5:00 p.m. (Fridays) and talk to a crisis worker right away. After 5 p.m., call 801.773.7060

Also, day or night, you may go to any hospital emergency room or qualified provider for emergency care. You do not have to get pre-approval for emergency care. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Davis Behavioral Health is your mental health provider. Have the emergency provider call 801.773.7060 to tell us about the care they gave you.

How do I get emergency care if I am out of the center's geographic area?

Go to any hospital emergency room or qualified provider and ask for help. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Davis Behavioral Health is your mental health provider. Have the emergency provider call 801.773.7060.



Section 10 – Getting Mental Health Services

How do I ask for mental health services?

To make an appointment with the clinic nearest your home, please call:

- 801.773.7060 if you live in the Layton area, or
- 801.298.3446 if you live in the Bountiful area

If you need services in the evenings, please let us know when you call. Evaluations and some therapy services may be provided in the evenings. If you need emergency care, you will be seen right away. (See Section 11, Page 12 - What is an emergency?)

We will give you urgent care for other conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within five working days. If you do not have an urgent need for care, we will see you within 15 working days. If your situation changes, and you think you need to be seen sooner, be sure to call us. We'll talk about your needs again.

Where do I go for mental health services?

Davis Behavioral Health's clinics are located throughout Davis County. Our main clinics are located in:

- Layton at 2250 West 1700 North – 801.773.7060, and
- Bountiful at 470 East Medical Drive – 801.298.3446

Davis Behavioral Health also has other kinds of care at additional locations. Other care includes day treatment, group homes, and prevention classes for example. You may ask your therapist about other services.



Emergency Services

Davis Behavioral Health has 24-hour emergency services seven days a week. You may come into a Davis Behavioral Health clinic with a mental health emergency and you will be seen within one hour. We will talk to you about the type of treatment you will receive. When necessary, Davis Behavioral Health may coordinate services with family and other medical staff to plan the best services for you.

You may also call any time to speak with a crisis worker. To get emergency care during the day, call either the Bountiful or Layton clinic. You may also go to one of our clinics between 8:30 a.m. and 5:00 p.m. and talk to a crisis worker right away. After 5:00 p.m., you may call 801.773.7060.

Day or night, you may go to any hospital emergency room. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Davis Behavioral Health is your mental health provider. Have the emergency provider call 801.773.7060 to tell us about the care they gave you.

You do not have to pay for emergency care. You will not have to pay for emergency care even if you are out of the area. If you need an ambulance for transportation in an emergency situation, Medicaid will pay the ambulance company. Also see Section 11 - Emergency Services.

Davis Place

DAVIS Place is a day treatment program where you can get care management services, vocational training, and skills development. DAVIS Place services include:

- **The Work Center** – provides pre-vocational assessment and training, temporary employment, and job coaching;
- **The Friendship Lodge** – consumer-led drop-in and peer support center;
- **Care Management** – provides care management acuity assessments, life skills development, in-home wellness checks, protective payee services, medication outreach, and help with other community supports; and
- **Life Skills Academy** – training in money management, symptom management, social skills training, relationship skills, health and wellness topics, and substance abuse recovery.

The Friendship Lodge

The Friendship Lodge is a consumer-run program providing peer support that assists consumers in improving the quality of their lives. The motto of the Lodge is “***Recovery isn’t only possible, it is expected.***”

Activities of the Friendship Lodge include:

- Outreach – making sure you are OK if you haven’t been seen recently;
- Holidays – dinners or other events that Friendship Lodge members plan.

Section 9 - Payment for Services

Will I ever have to pay for mental health services?

Yes, but only if it is not an emergency service. You may have to pay for services if:

- You get a service that is **not** covered by the Prepaid Mental Health Plan.
- You get a service that is **not** pre-approved by Davis Behavioral Health. If either of the above happens, the provider might ask you to pay for the service. You should only be billed if you signed in writing that you would pay for the service **before** you got the service.
- You ask for and keep getting mental health services during an appeal with Davis Behavioral Health or during a Medicaid fair hearing. You may only have to pay for these services if the appeal or Medicaid fair hearing decision is **not** in your favor.
- You are **not** on Medicaid when you receive the service.



What are my responsibilities as a client?

As a client of Davis Behavioral Health, your responsibilities include:

- Keeping scheduled appointments
- Canceling appointments 24 hours in advance
- Being on time for your appointments
- Participating with your therapist in your treatment plan
- Telling the front desk staff, your therapist, and your Medicaid eligibility worker of changes in your address, phone number, or insurance
- Telling medical staff of **all** medications you are currently taking (including medical and mental health prescriptions, and over-the-counter medications, herbs, etc.)
- Completing any surveys Davis Behavioral Health gives you, including satisfaction and treatment progress surveys
- Respecting the property, comfort, and confidentiality of clients and staff, and
- Notifying your treatment provider when you want to stop getting services

Section 8 - Mental Health Advance Directives

What if I am ill and cannot make mental health treatment decisions?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a “Declaration for Mental Health Treatment.” This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective **only** if you and two other adult witnesses sign it. If you want more information regarding advance directives, talk to your therapist or case manager or call NAMI Utah at 801.323.9900.

Section 3 – Services Not Covered by the Prepaid Mental Health Plan

What services are not covered by the center?

Medical or dental care, pharmacy, or substance abuse detoxification, are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us, your medical health plan, or Medicaid at 1.800.662.9651.

Section 4 - Choice of Provider

May I choose my mental health provider?

Yes. You may talk with us at any time about your choice of therapist. But please remember you may have to pay for care that we have not approved. (See Section 13, Page 14 - May I get mental health services from someone outside of Davis Behavioral Health?)

Section 5 - Transportation

How may I get help with transportation to the center?

If you do not have your own transportation to and from your mental health appointments, call your local Department of Workforce Services at 801.776.7800 in Northern Davis County and 801.298.6600 in Southern Davis County. They will help you get a UTA bus pass.

You may be able to get other help getting to mental health services. If UTA bus service is not in your area, or you can't use the UTA for some reason, or you do not have another way to get to your appointment, talk to your therapist.

Section 6 - Interpreter Services

What if my English is not very good or I am hard of hearing?

We know that it may be hard to talk with your therapist if your first language is not English, or you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them. Or you may ask for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone and go with you to your mental health appointments. They will help you talk with and understand what your therapist is telling you. To ask for an interpreter or a therapist who can speak or sign your language, call 801.451.7799.

May I get this booklet in another language or format?

Yes. We also have this booklet and other important written information in Spanish. This booklet is also available on audio tape or compact disc (CD) in both English and Spanish.

To get a copy of this booklet in Spanish, or the audio tape or CD in English or Spanish, call 801.451.7799.

¿Puedo obtener yo este folleto en otro idioma o en otro formato?

Sí. Tenemos también este folleto y otra información escrita importante en español. Este folleto está también disponible en la cinta de la audiofrecuencia o el disco compacto (CD) en inglés y español. Para obtener una copia de este folleto en español, o en la cinta de la audiofrecuencia o el CD en inglés o español, llame a 801.451.7799.



Section 7 - Rights and Responsibilities

What are my rights as a client?

As a client at Davis Behavioral Health, you have the right to:

- Get mental health care regardless of your race, color, national origin, disability (mental or physical), gender, religion or age in the admission, treatment or participation in our programs, services and activities. If you feel you have been treated unfairly or discriminated against for any reason, you may contact Medicaid Constituent Services at 1.877.291.5583, or the federal Office for Civil Rights at 1.800.368.1019, or 1.800.537.7697 (TDD), or email at ocrmail@hhs.gov, or you may go to their website at: www.hhs.gov/ocr
- Get information on the Prepaid Mental Health Plan;
- Be treated with respect and dignity;
- Have your privacy protected;
- Get information on all treatment options;
- Take part in treatment decisions regarding your mental health care, including the right to refuse treatment;
- Be free from restraint or seclusion if it is used to coerce (force), discipline or used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion;
- The right to get a copy of your medical record, and if appropriate, to ask that it be amended or corrected;
- Get mental health services according to Davis Behavioral Health's access and quality standards

